



**Volvo Car USA LLC**

**Technical Journal**

Technical Journal Title		Ref. No.	
Alleged issues with Intellisafe functionality		TJ 36048.2.0	
Issuer (Dept.)		Issue Date	Status Date
Technical Service		10/26/23	10/31/23
Car Market	Partner	Function Group	
United States and Canada	3 US 7510 Volvo Car USA	3872	
Function Description		Page	
Collision avoidance		Page 1 of 4	

**Attachment**

File Name	File Size
TJ 36048 Event readout.jpg	0.1033 MB

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

**DESCRIPTION:**

This Technical Journal complementary to already available information in the owner’s manual and technical training regarding Intellisafe.

**CSC** Customer Symptom Codes

Code	Description
2V	Technician information/Software/Vehicle communication/Not for warranty use

**DTC** Diagnostic Trouble Codes

**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2019-9999		-	201835-999952
225							2019-9999		-	201817-999952
227							2019-9999		-	201846-999952
234							2017-9999		-	201617-999952
235							2017-9999		-	201624-999952
236							2017-9999		-	201646-999952
238							2017-9999		-	201646-999952
246							2018-9999		-	201717-999952
256							2016-9999		-	201505-999952
536							2018-9999		-	201746-999952

**SERVICE:**

Please inform the car user of Intellisafe functionality and limitations in case of alleged issues with Intellisafe.

The owner’s manual is a good source of information, together with films in the owner’s manual in the car center screen, about Intellisafe.

**Please note:**

The driver is always responsible for ensuring that the vehicle is driven safely in traffic, and that applicable laws and regulations are followed.

**IntelliSafe – driver support and safety**

IntelliSafe is the Volvo Cars' concept for car safety.

**WARNING**

The functions are supplementary aids - they cannot handle all situations in all conditions. The driver always bears responsibility that the vehicle is driven safely and that applicable road traffic rules and regulations are followed.

If you would like to inform Volvo Cars central quality department of alleged issues, please see information under "Vehicle Report".

**Warranty claim info:**

No warranty claim accepted for a job described in this TJ.

**VEHICLE REPORT:**

\* Yes, please submit a Vehicle Report using the concern area "Vehicle Report" and the sub-concern area "Support not needed." Use function group 3872.

**NOTE:**

To get the event data, please follow the instruction below.

**\* Do not download any software before completing the steps in this TJ!**

\* Cars equipped with the **Sensus infotainment system:**

\* 1. Perform a **NEW** Vida readout.

\* Cars equipped with the **Google Automotive OS:**

1. Go to "Planning & Diagnostics/Service Functions" Diagnostic Sequences. See attachment [TJ 36048 Event readout.jpg](#)
2. Run Sequences "Event data readout from ASDM and FLC2".
3. After a while, the script will start. If there are available events, the scripts will indicate as such.
4. Start the readout.
5. After readout is completed, collect the VIDA logs and attach to the TIE report.
6. You find the log files for the readout by pasting the following: "C:\USERS\Public\" into the address field in windows explorer on the VIDA computer that you had use.
  - The log file contains the following name: "VIDA\_EventReadout\_VIN number\_readout date\_UTC\_readout time.txt"
  - Here is one example: (VIDA\_EventReadout\_YV1XZEDVEM2449875\_2021-01-19\_UTC\_11.34.07.txt)

**\* For all cars, please also answer the following questions before sending in the Vehicle report:**

- Ask the customer to give as detailed description as possible of the scenario.
- When did the event happen? (Date and approx. time)
- Where did the event happen? (GPS position, Road name, Parking lot, City driving, country road, highway)
- How was the road environment? (With/without mid-divider, broad/narrow shoulder, oncoming traffic)
- How was your car positioned? (Several lanes, Right, left, middle)
- What were the circumstances? (Normal driving, passing/overtaking someone, approaching intersection)
- How was the car driven? (Speed, cruise control, ACC/Pilot Assist)
- From which speed and how much did the car slow down?
- Was there any message in DIM after the braking?
- Describe the surrounding traffic flow (e.g. trucks, cars, pedestrians)
- Describe the weather situation (e.g. rain, snow, clear, foggy)
- Describe the light conditions (e.g. dusk, dawn, dark, sunny, street lights)
- Describe the vehicle response (e.g. light, sound warning, steering or brake intervention)
- Other useful information worth mentioning?
- Read out the DTCs from the car and attach VIDA log to the report.

Please fill out and attach the customer agreement in TJ 28941 to use customer information.

**To view TJ attachment continue to next page. This TJ has one attachment.**

VIDA

Home XC60 (18-), 2022, B4204T34, TG-81SD X

Planning & Diagnostics Software Installation Information Service Journals



VIN: LYVUFBMD6NB916801  
Model/Year/Chassis: XC60 (18-), 2022, 916801

Customer Name:

Lists

Planning

Customer Symptom Codes

Claim Types

Technical Journals

Service Programs

Operations and Packages

Parts

Software

Diagnostics

Components

Service Functions

Documents

Diagnostic Sequences

Diagnostic Sequences

- Battery diagnostic information
- Calibration of Forward Looking Camera (FLC2)
- Calibration of Forward Looking Radar (FLR)
- Charging the TCAM backup battery
- Check and control of the Battery Energy Control Module (BECM) activation status
- Engine oil level
- Entering the engine oil level after service
- Event data readout from ASDM and FLC2**
- High voltage system, overview
- Infotainment Head Unit (IHU) private locking pin code reset
- Normal mode and vehicle speed limitation

TJ 36048